

06-19-00

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06/16/00



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Date: June 16, 2000
Re: Inventor(s): Laurence J. Fromm
Title: METHOD AND APPARATUS FOR CONTROLLING A CONTACT CENTER
Atty. Docket No.: 233/1

JC498 U.S. PTO
09/595697
06/16/00

Box NEW APP. FEE
Assistant Commissioner for Patents
Washington, D.C. 20231

Dear Sir:

Submitted herewith is the above-identified patent application. Also enclosed are:

- 1) 5 sheets of informal drawings (Figs. 1-5);
- 2) A self-addressed, stamped return postcard; and
- 3) A check in the amount of \$345.00 payable to the "Commissioner of Patents and Trademarks."

Respectfully submitted,

KAPLAN & GILMAN, L.L.P.

Jeffrey I. Kaplan
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JIK/pa
Enclosures

CERTIFICATE OF MAILING

Express Mail mailing label number: EL559055056US
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I hereby certify that this paper or fee is being deposited with the United States Postal Service Express Mail Post Office to Addressee service under 37 C.F.R. §1.10 on the date indicated above and is addressed to Box NEW APP. FEE, Assistant Commissioner for Patents, Washington, D.C. 20231.

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